

**From:** Heather  
**Sent:** Friday, May 29, 2015 6:18 AM  
**To:** ATD DCTC  
**Subject:** Exemplary Service

Sir/Ma'am -

I would like you to know how highly I regard one of your D.C. Cab drivers. I received a much needed ride from Charles K O. Fianko #71017 of the DC Taxicab Commission on 22 May 2015.

I had ridden the MARC train to Odenton and had planned on getting a taxi cab from AA Taxi service in Odenton, but no one would answer the phone. My car was at a service station, they had no one to pick me up, and then my cell phone died. Mr. Fianko was making a grocery store run with some other ladies and promised if I could wait until he dropped them off, he would drive me to Columbia, 22 minutes in the opposite direction of his home in D.C. He came back and got me home safe and sound. I am very grateful for his services - he helped me out of a huge bind.

Sincerely,

Heather Upton

From: Kylee Lacson  
Sent: Wednesday, June 10, 2015 5:20 PM  
To: ATD DCTC  
Subject: Compliments

Sun (taxi 234/h-91491) was fantastic. Clean car, he inquired about temperature and radio throughout the ride to make sure that I was comfortable. Safe driver and very friendly. I wish all taxi drivers would follow his example! Even with a mix up on my end with what hotel I was staying at, he was very patient and helpful.

I am sure you hear mostly complaints, so I thought it was necessary to share my positive experience.

Thank you,  
Kylee Lacson

Sent from my iPhone

From: Richard Steinberg  
Sent: Wednesday, June 10, 2015 3:22 AM  
To: ATD DCTC  
Subject: Commendation

Hello:

Yesterday (6/9) my wife and I flew into Washington DC for the first time in 40 years.

My wife and I encountered a licensed taxi driver last evening in the area of 15th and K Street, the electronic device in the cab said his license was B201 but no name was given.

While we only took a brief ride, the driver was not upset about the shortness of the fare and made us feel most welcome in his vehicle. To compensate for the brief ride, We made sure to more than adequately tip the driver. At the end of our ride, The driver appeared very happy and was appreciative of our recognizing his efforts although for just a short time.

We were also both impressed with the cleanliness of his vehicle, the gentleman was professionally dressed (sport jacket and hat) and he made us feel very welcome to his cab and the city. I regret not capturing the gentleman's name; however, we do appreciate his efforts on our behalf and hope that you will advise him accordingly.

We also hailed a cab for the return brief ride back to our hotel. Again we found the driver to be very friendly and a great representative of the city.

Things have come a long way since I last took a taxi in Washington DC.!!!

Please express my appreciation to the driver with license B201 and let other taxi drivers know that their efforts can make a positive, long lasting impression about their city and their job.

Respectfully,  
RC Steinberg  
Atlanta, Georgia

Sent from my iPhone

From: bart leonard  
Sent: Wednesday, June 17, 2015 6:00 AM  
To: ATD DCTC  
Subject: a compliment

I hope you can pass this on to the right people!

My daughter left her suitcase in a cab from Union Station this past Saturday evening, a DCFlyer F478 46. We were desperate it contained her work materials, some jewelry, and other some irreplaceable items. We had to wait until Monday to reach the driver who knew all about it, so when we gave him the address he came right over. The bag was UNTOUCHED the computer right in the pocket she left it and everything else as well.

The driver didn't want to accept a reward saying it was his job, but we wouldn't hear of it so we re-named the envelope pay for coming all the way back and dropping it off. He was so surprised he called bursting with appreciation.

So we didn't want to let the incident go by without saying a heartfelt Thank You.

Bart Leonard

**From:** Ben F. Vail  
**Sent:** Thursday, June 18, 2015 2:07 PM  
**To:** ATD DCTC  
**Subject:** Compliment for excellent service by Mr. Habtom Bekit

To whom it may concern

This is a compliment.

I was served by cab # F902, tag # H89861, driver Mr. Habtom Bekit of Independent taxi company on June 2<sup>nd</sup>, 2015.

After being dropped off, I realized I had left my phone in Mr. Bekit's cab. Through his diligence and decency, I was able to have it arranged to have it mailed back to me.

Mr. Bekit's actions are kind and gentlemanly. He saved me grief. I wish for his efforts to be recognized as excellent service, going above and beyond his duty. His service is exemplary.

Thank you.

Ben Vail